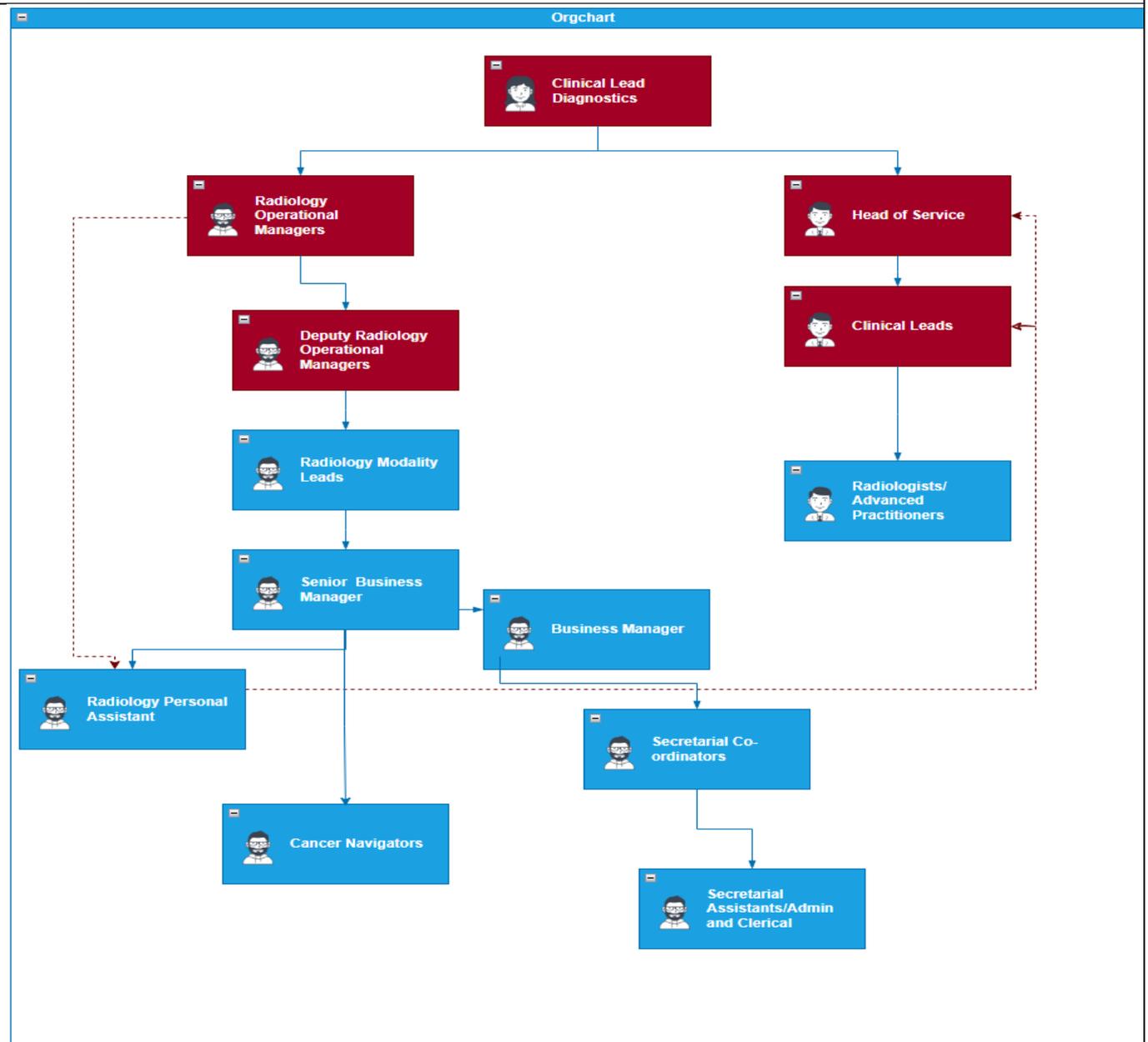


Job Description

1. Job Details	
Job title:	Personal Assistant/Administrator
Current Job grade:	Band 4
Reports to (Title):	Radiology Operational Managers/Heads of Service
CMT:	Clinical Support Services
Department/Ward:	Radiology Services
Location/Site:	Trust wide

2. Job Purpose
<ul style="list-style-type: none"> • To provide a comprehensive efficient, effective and confidential administrative and secretarial support to the Radiology Senior Leadership team. • To provide business administration support to the Radiology Services and Clinical Support Services in its approach to the achievement of its objectives to ensure the efficient and effective functioning of the Directorate. • Develop effective working relationships within the Trust and with colleagues in other Trusts, Lincolnshire System Partners, LCHS, Lincolnshire ICS/ICB, and the wider health community, to ensure clear and consistent communication. • To highlight and monitor changing priorities throughout the day and keep the Team updated, taking action where appropriate on own initiative within agreed parameters or on instruction, in order to ensure the efficient and effective functioning of the Radiology team. • To provide secretarial support to the Radiology Operational Management and Clinical Leads/Head of Service. • To offer clerical support to the Radiology/Clinical Services Team.

3. Organisation Chart



4. Duties

Specific to the Post

- To provide comprehensive, effective and efficient and confidential administrative and personal secretarial support to the Radiology Operational Managers/Clinical Lead/Head of Service. This comprehensive support will include administrative and personal secretarial duties, including management of incoming and electronic mail, where appropriate drafting and responding to such communications on behalf of the Radiology Operational Managers/Clinical Lead/Head of Service acting on one's own initiative and without supervision within agreed parameters. Duties will also include receiving and handling of telephone calls and enquiries to the Radiology Operational Managers/Clinical Lead/Head of Service, message management, diary management and receiving the Radiology Operational Managers/Clinical Lead/Head of Service visitors, as well as typing, photocopying and distribution of documents and maintaining an effective filing system.
- To type up correspondence, reports, tables and other documents, including project plans and Gantt charts, in an accurately presented format, from audio, manuscript, shorthand or email, utilising available IT systems and software.

- To facilitate and attend Radiology/Diagnostic Services meetings/other business meetings of the over-arching Clinical Support Services Division and record and prepare minutes of those meetings. To ensure that attendees and, in particular, the Radiology Operational Managers/Clinical Lead/Head of Service, are reminded of actions arising from those meetings together with any agreed timescales.
- To plan, arrange and diarise appointments for the Radiology Operational Managers/Clinical Lead/Head of Service and the Radiology Services team, organise seminars and conferences, liaising with external agencies as required. In organising such events both on and off site, to ensure the efficient administration of the events including facilities management, equipment, refreshments, booking arrangements etc.
- To manage the Radiology Operational Managers/Clinical Lead/Head of Service electronic and paper mail and telephone communications in order to ensure that priorities of business are met and that the Radiology Operational Managers/Clinical Lead/Head of Service is informed of key issues of prominence promptly.
- During periods of the Radiology Operational Managers/Heads of Service absence, action where possible using own initiative and without supervision within agreed parameters, communications addressed to the Radiology Operational Manager/Head of Service referring issues to other members of the Outpatient Services or Clinical Support Services as appropriate for their attention.
- Co-ordinate and manage collection and assimilation of project data as required.
- To be responsible for the Radiology Operational Manager's filing system, both on paper and computerised ensuring compatibility and easy access of files and ensuring confidentiality of stored documentation, particularly with regard to the Department's personnel files.
- To undertake key projects on behalf of the Radiology Operational Managers/Clinical Lead/Head of Service and Radiology or Diagnostics Services. These projects include maintenance of Policy/Procedure folders to ensure they are kept up to date. Such projects might include investigation of national initiatives, library searches etc.
- To liaise with other colleagues within Radiology, Diagnostics/Clinical Support Services, Trust and also external agencies on behalf of the Radiology Operational Managers/Clinical Lead/Head of Service including Department of Health, Social Services, Lincolnshire ICS/ICB.
 - Co-ordinate, record and submit annual leave requests from the Radiology Deputy Operational Managers/Radiologists.

Duties

- To ensure invoices received are correct before submitting to be authorised by the Radiology Operational Managers/Clinical Lead/Head of Service, Radiology services and Clinical Support Services.
- Co-operate with the introduction of new technology and protocols appropriate to the post.
- Co-ordinate stationery orders and non-stock requisitions for authorising from medical secretarial team and others within the Division.

Corporate Duties

- To work flexibly to ensure that tasks are carried out appropriately and efficiently, including a willingness to provide cover for absent colleagues at times as agreed by the Radiology Operational Managers/Clinical Lead/Head of Service

- To be aware of the Trust's Policies and Procedures.
- To be aware of and ensure compliance with Health and Safety Regulations in relation to the job function.
- To undertake any other tasks commensurate with the post

5. Physical and Mental Skills

- The ability to use a keyboard with a high degree of speed, efficiency and accuracy.
- The ability to search and download information from the internet
- The ability to provide an efficient and highly confidential administrative and secretarial service to the Radiology Operational Managers/Clinical Lead/Head of Service
- The ability to ensure that quality standards are maintained.
- An understanding and ability to prioritise work in order to meet required deadlines, balancing service delivery priorities against other work.
- Ability to organise meetings, conferences and other functions.
- Ability to efficiently organise the daily commitments of the General Manager, ensuring that the Radiology Operational Managers/Clinical Lead/Head of Service is fully prepared for them.
- Experience working as part of a team and assisting/covering leave for colleagues as directed by the Radiology Operational Managers/Clinical Lead/Head of Service.
- Experience attending meetings and producing minutes.

Skills

- Good written and verbal communication skills
- Accurate and efficient typing skills to a minimum speed of 50 wpm
- IT skills to ECDL standards or evidence of working towards them
- Shorthand skills
- Ability to work independently and use own initiative
- Good interpersonal and communication skills
- Flexible approach to demands of the role and the ability to deal with change
- Ability to maintain confidentiality.

6. Responsibilities of the Post Holder

- To provide a comprehensive, confidential, effective and efficient administrative and personal secretarial service to predominantly Radiology Operational Managers/Clinical Lead/Head of Service as necessary.
- To provide business administration support to Radiology Services in its approach to the achievement of its objectives to ensure the efficient and effective functioning of the Outpatient Services.
- To ensure the efficient and effective administration of the business of the Radiology Operational Managers/Clinical Lead/Head of Service is fully prepared for appointments and constantly kept up to date with current issues, especially those of key prominence at any given time.
- To provide secretarial support to the Diagnostics/Clinical Support Services team during periods of authorised leave of their secretary.
- To provide ad hoc administrative support to other members of the Lincoln Hospital Management Team and Executive Team/Board as required when on site.

- Develop effective working relationships within the Trust and with colleagues in other Trusts, Primary Care Trusts, the Lincolnshire ICS's and the wider health community to ensure clear and consistent communication.

To highlight and monitor changing priorities throughout the day and keep the Radiology Operational Managers/Clinical Lead/Head of Service, taking action where appropriate on own initiative within agreed parameters or on instruction, in order to ensure the efficient and effective functioning of the Radiology Service.

United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours

Patient centred	I am fully committed to providing the very highest standards of care to our patients
Safety	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
Compassion	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
Respect	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
Excellence	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

7. Freedom to Act

- A requirement to work on own initiative without supervision.

To prioritise own workload to meet required deadlines and be responsible for achieving results to correspond with service delivery requirements and within guidelines set out by Trust Policies

8. Physical, Mental and Emotional Effort Required

- Ability to use a keyboard with a high degree of speed.
- Shorthand skills
- IT skills to ECDL standards.
- Good verbal and written communication skills.

- Ability to work independently and to use own initiative.
- A willingness and ability to work as part of a member of the team, working with colleagues to provide efficient and effective secretarial support to Outpatient Services.
- Ability to meet deadlines and respond to urgent requests on a daily basis. This will involve highlighting and monitoring changing priorities throughout the day and keeping the Deputy General Manager updated, taking action where appropriate on own initiative within agreed parameters or on instructions, in order to ensure the efficient and effective functioning of the Outpatient Service.
- Ability to concentrate for long periods of time, often in distracting conditions, is essential.

There is verbal contact with patients, other members of staff from across the Trust, external agencies and local authorities. This can be emotionally draining, particularly when dealing with patients and their families.

9. Outline of Working Conditions

- Exposure to unpleasant working conditions or hazards is rare.
- There is a necessity to work with VDU equipment for a large part of the day.
- This role may require occasional exposure to distressing or emotional circumstances and contact with aggressive patients/relatives over the telephone.

Person Specification

Post of Personal Assistant / Administrator to Clinical Support Services, Site TBC (Trust Wide)

Job Related Criteria	Essential	How Identified	Desirable	How Identified
<p>Qualifications (Academic, Professional & Vocational)</p>	<ul style="list-style-type: none"> • GCSE English Grade C or above (or equivalent qualification) • Good command of the English language, both written and verbal • Ability to use a variety of Microsoft software packages, including Microsoft Word, PowerPoint, Excel spreadsheets, preferably to ECDL standard. • Proven secretarial skills, including word processing, audio and copy typing to a speed of 50 wpm • RSA III word processing qualification or equivalent • Recognised advanced Personal Secretarial qualification 	<p>Application Form Certificates Interview Typing Test</p>	<ul style="list-style-type: none"> • 5 GCSE's Grade C or above (or equivalent qualifications) • ECDL • Ability to write shorthand to a minimum speed of 80 wpm • Experience of using PAS 	<p>Interview Application Form Certificate Practical test</p>
<p>Previous Experience (Nature & Level)</p>	<ul style="list-style-type: none"> • Experience of working at PA level for a Senior Manager. • Experience of servicing meetings, preparing agendas, attending meetings and taking and recording minutes. 	<p>Application Form Interview References</p>	<ul style="list-style-type: none"> • Previous NHS experience 	<p>Application Form Interview</p>

<p>Evidence of Particular:</p> <ul style="list-style-type: none"> - Knowledge - Skills - Aptitudes 	<ul style="list-style-type: none"> • Proven secretarial skills, including word processing, audio and copy typing to a speed of 50 wpm • Ability to use a variety of Microsoft software packages including Microsoft Word, PowerPoint, Excel spreadsheets, preferably to ECDL standard. • Ability to prioritise work effectively in order to meet deadlines. • Ability to work on own initiative • Good communication skills (both written and verbal) • Ability to understand context for discussions at senior management level and when required distil the key points into minutes and action plans. <p>Awareness and Knowledge of the dignity in care agenda.</p> <p>Ability to evidence/demonstrate key values and behaviours in line with the Trust framework:</p> <ul style="list-style-type: none"> ➤ Patient Centred ➤ Safety ➤ Compassion ➤ Respect and Excellence 	<p>Application Form Interview References</p>	<ul style="list-style-type: none"> • Computer literate to ECDL standards • Competent shorthand typist 	<p>Application Form Interview</p>
<p>Specific Requirements</p>	<ul style="list-style-type: none"> • Articulate • Flexible, co-operative and adaptable approach to work • Ability to maintain confidentiality • Ability to work within a team environment <p>Professional interpersonal skills</p>	<p>Application Form Interview</p>		

Job Description Agreement

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature

Date

Job Holder:

Line Manager: